Washington State
Health Care Authority

Interpreter Services

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Health Care Services
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Interpreter Services Program

Purpose:

- Provide Spoken and Sign language Interpreter Services to HCA contracted health care providers to support their federal requirement to offer and provide interpreter services at no cost to individuals with limited English proficiency (LEP) or who are deaf, deaf-blind or hard of hearing.

- The state requires Managed Care Plans to ensure that interpreter services are provided for enrollees and potential enrollees with a primary language other than English, free of charge (42 CFR 438.10(c)(4)).
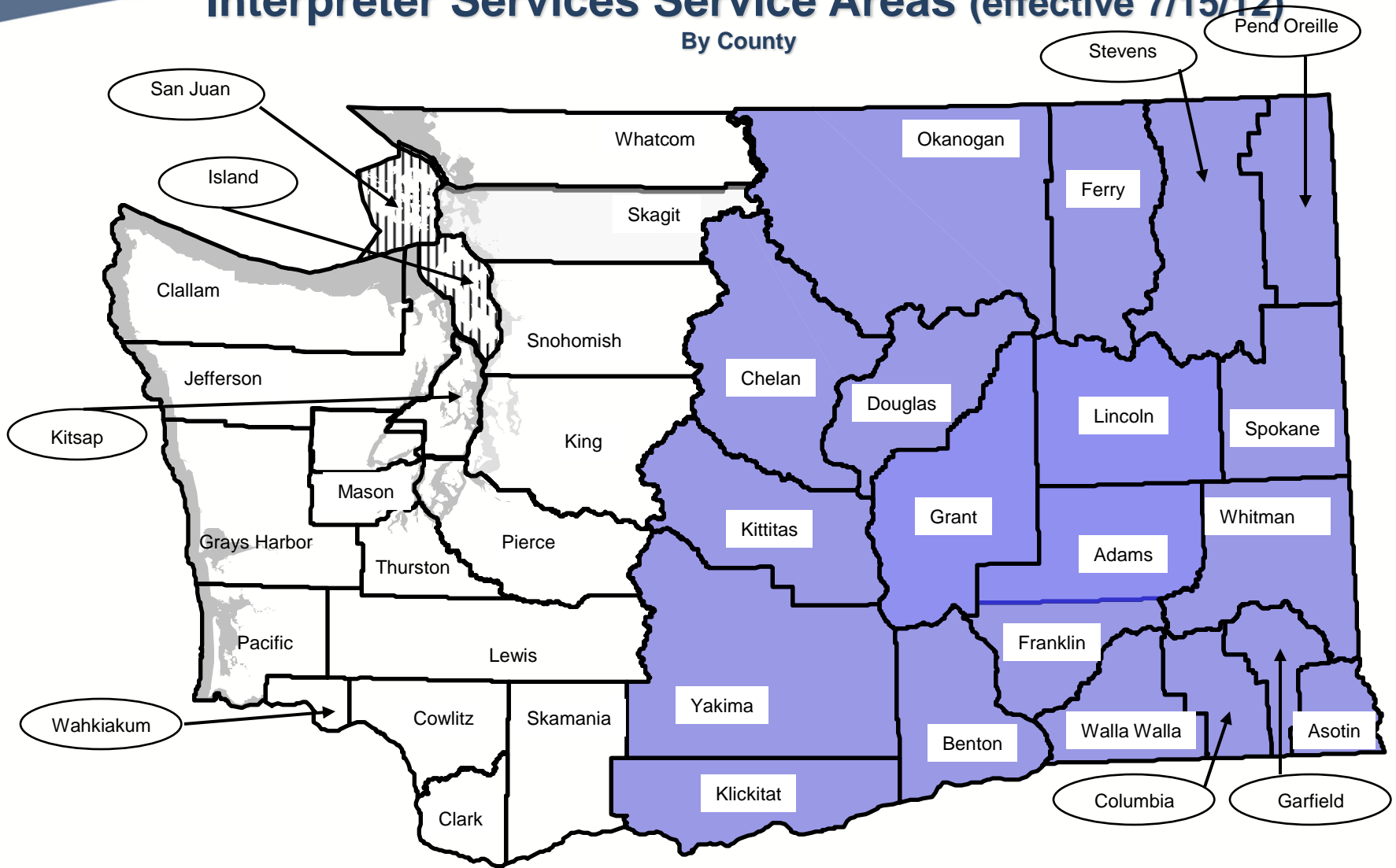
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Testing and Certification

- The DSHS <u>L</u>anguage <u>Testing</u> and <u>C</u>ertification (LTC) program:
  - Administers language proficiency testing to certify/authorize DSHS bilingual employees, applicants for bilingual positions, contracted interpreters, contracted translators, and licensed agency personnel.
  - Sets and maintains the qualification standards for DSHS bilingual positions, interpreters, and translators across languages.
  - Manages the roster of certified interpreters and translators; manage the roster of authorized interpreters.

Website: http://www.dshs.wa.gov/fsa/language-testing-and-certification-program

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Health Care Authority

Interpreter Services Service Areas (effective 7/15/12)
By County

Whatcom

San Juan

Island

Skagit

Okanogan

Stevens

Pend Oreille

Ferry

Clallam

Snohomish

Chelan

Douglas

Lincoln

Spokane

Jefferson

King

Kitsap

Grant

Whitman

Mason

Kittitas

Adams

Grays Harbor

Pierce

Thurston

Franklin

Pacific

Lewis

Yakima

Walla Walla

Asotin

Benton

Wahkiakum

Cowlitz

Skamania

Klickitat

Columbia

Garfield

Clark

Service Area 1

Service Area 2

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Health Care Authority

CTS as the Coordinating Entity Serving the State of Washington

The Coordinating Entity (CTS):

- ➢ Receives, schedules, and responds to requests for interpreter services

- ➢ Screens requests for eligibility (provider, client, service)

- ➢ Contracts with interpreter Language Access Provider to provide language access services

- ➢ Pays the interpreters for services provided

- ➢ Provides Face to Face, Telephonic and Video Remote Interpretation (VRI)

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Health Care Authority

Advantage of VRI and Telephonic

Video Remote and Telephonic Interpreting should be considered:

➢ For situations where the method of interpretation will not compromise the care provided

➢ For rare or hard to serve languages

➢ When in-person interpretation is not available

➢ For last minute requests

➢ Any time to avoid delay in patient care

VRI Set up

VRI services require additional software and hardware in order to utilize the services

CTS LanguageLink provides the software download at no cost

Providers are responsible for supplying their own hardware

➢ Review system requirements at www.hca.ctslanguagelink.com under Provider FAQs
➢ After verification of technical requirements, an Installation Guide on downloading Video Interpreter software is available on their web site.
➢ Upon successful download, please contact the HCA Client Relations Team to complete set-up
  ➢ Email: hcaproviders@ctslanguagelink.com
  ➢ Phone: 800-535-7358 option 3

Eligibility for Interpreter Services

➢ Authorized Requesters must contact the coordinating entity to request an interpreter:

- **Scheduled appointment: request 2 business days in advance of appointment** (up to thirty days in advance).

- **Urgent Request: Request with less than 2 business days notice.**

➢ Clients/Members must be Eligible:

- The Clients/Members must be Medicaid-eligible

- The health care services must be covered by the client's benefit services package

- The Interpreter Service must be provided as part of the covered healthcare appointment

- The health care provider must be a HCA-enrolled provider or contracted with the managed care plan

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Health Care Authority

Non-covered Services

HCA does not pay for Interpreter Services for:

➢ Administrative Services (scheduling appointments, filling out paper work). The MCO is responsible for administrative services.

➢ Inpatient hospital services

➢ Nursing facility services

➢ RSN services

➢ Emergency medical appointments (one hour notice or less)

Washington State
Health Care Authority

Interpreter Services Union

- The Governor is the public employer of interpreters solely for the purposes of collectively bargaining and as expressly limited under RCW 41.56.510(2) and (3).

- The Washington Federation of State Employees, AFSCME, Council 28 represents Interpreters.

- A copy of the Collective Bargaining Agreement (CBA) Between the state and the Union can be found at: http://ofm.wa.gov/labor/agreements/13-15/nse_lap.pdf

- The Coordinating Entity must adhere to the terms of the CBA.

Washington State
Health Care Authority

Recent Changes

- **The Interpreter Incident Resolution Process** is a process established with the cooperation of HCA, CTS LanguageLink, and Interpreters United to address reported incidents or code of conduct violations. For further details, please visit http://hca.ctslanguagelink.com/complaint.php

- **The CTS Web portal is HIPAA Compliant and is encrypted at 256 AES.** Further information of available roles and secure account setup should be directed to CTS LanguageLink at (800) 535-7358.

- **CTS LanguageLink has established the Vendor Management Office for Interpreter Recruitment.** Please direct any interpreters considering working with HCA and CTS LanguageLink to vmo@ctslanguagelink.com.

Washington State
Health Care Authority

Questions?

More Information:

Website:
http://www.hca.wa.gov/medicaid/interpreterservices/Pages/index.aspx

Click on: Contact us

- E-mail Address:
  INTERPRETERSVCS@hca.wa.gov

- Customer Service Center: **1-800-562-3022**

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Washington State
Health Care Authority